

- Community is the antidote to institutionalization.
- Do unto others as you would have them do unto you.
- Practice self-examination, searching for new creativity and opportunities for doing better.

Your Facility

Residents and Families...

- **Be informed** — Ask your local long-term care ombudsman for Pioneer Practice resources and dates of upcoming regional and statewide Pioneer meetings. Ask about Pioneer Web sites.
- **Resident Council** — Invite the local ombudsman to attend a council meeting and educate council members on Pioneer Practices.
- **Family Council** — Invite the local ombudsman to discuss the Pioneer Practices at a family council meeting. For facilities that do not have a family council, establish one.

The family council can work with the resident council and the administrator to implement one Pioneer Practice at a time.

- **Begin by examining life in the facility** — Ask yourself and all staff, “Would you have this in your home?”
- **Culture change is a process** — If your facility is earnest about making a change to provide individualized care, this change process can make a big difference for residents in a relatively short period of time. Ask your facility to start on this journey.
- **Improve dining services** — Residents should be able to dine whenever they are hungry. The facility kitchen can operate like a restaurant — meals made-to-order. The facility could also implement 24-hour food service.
- **Increase residents’ physical activity** — 7-days-a-week.

For more information on the Pioneer culture change movement, go to www.pioneernetwork.net or www.pioneerexchange.org, the Pioneer Network’s blog.

Illinois Long Term Care Ombudsman Program

supports the Pioneer Practices and quality of life for residents.

For the name and number of your local Long Term Care Ombudsman, link to www.state.il.us/aging or call the toll-free

Senior HelpLine:
1-800-252-8966
1-888-206-1327 (TTY)

or call:

Long Term Care Ombudsman services available under the Older Americans Act are provided at no charge; however contributions are gratefully accepted and will help to make services available to more seniors.

Illinois Department on Aging
421 East Capitol Ave., #100
Springfield, Illinois 62701-1789
www.state.il.us/aging

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966; 1-888-206-1327 (TTY).

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State of Illinois
Rod R. Blagojevich, Governor
Illinois Department on Aging
Charles D. Johnson, Director



*Living,
Loving
and Laughing
in Long-Term Care*

*Pioneer
Practices*

**A Brochure for
Residents and Families**



**Illinois Department
on Aging**



Nursing Homes and Other Facilities

Nursing homes were developed as a low-cost alternative to hospitals in the 1960s. They were built like hospitals with long hallways, central nurses' stations, task-oriented staff routines and sterile environments.

However, residents need a place that meets social, religious, emotional, occupational, recreational and cultural needs.

Long-term care facility residents need a HOME where they can LIVE.

The Pioneers...

Every resident, family member, facility staff and administrator needs to know that **nursing homes and other long-term care facilities can be different!**

All nursing home residents should have, and can have, individualized care in a home-like environment that resembles the lives they lived before entering the facility.

A group of nursing home professional staff, called The Pioneers, envisioned something far beyond the traditional nursing institutions and identified new ways of operating a nursing home. These nursing home administrators proposed innovative strategies to reconstruct the long-term care system and make "deep system change" — culture change.

Elements of Pioneer Practices

- **Residents get what they want** — Staff follow each resident's schedule and preferences for dining, bathing, sleeping and other activities.
- Residents and staff are grouped into **small communities** within the larger facility.
- **Permanent staff assignments** — Staff know residents well and are part of the facility community.
- **Direct care staff** are an integral part of the facility's decision-making team.

- **Home-like environment** — Animals, plants, gardens, home-like decor, kitchenettes, no central nurses' stations.
- **Intergenerational programs** — Families and children bring life to a facility and allow residents a chance to give care.
- **Family and Resident Councils** — Facility staff listen and respond to the concerns of the councils. Councils are independent and staff only attend meetings when invited.
- **Activities** — Opportunities for spontaneous and scheduled activities all day, every day. Animals, plants and children create an environment for spontaneous activity and relationship-building.

I want the first step of this movement to be about stopping those things that are an insult to the human spirit.

Barry Barkan, Pioneer

The Pioneers

Culture Change...

Culture change is a transformation of the whole atmosphere — the physical environment, staff routines, authority structure and resident care — into an atmosphere that is "life-affirming, satisfying, humane and meaningful. Culture change has been shown to transform demoralized, dispirited staff into productive teams and dispirited, isolated elders into active members of engaged communities."*

Culture change begins with a revolutionized mindset. Facility administrators and staff, along with residents and families, must challenge their assumptions that long-term care cannot be changed. They must work together to achieve truly individualized care.

Pioneer Principles* ...

- Respond to spirit, as well as mind and body.
- Put person before task.
- Entitle all elders to self-determination.

**Source: Pioneer Network Web site at www.pioneernetwork.net.*